



7. (Amended) A method according to claim 1, wherein said sending of said support message to said remote support location is based on contact information relating to a phone number or an IP address, and said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,
- entered by a user, or
- a part of said message received from said remote support location.

8. (Amended) A system for providing support to a mobile communications unit comprising  
means for generating a support request at said mobile unit,  
first communications means for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,

second communications means for receiving said support message at said remote support location,

means for generating support information enabling solving of said one or more problems at least partially, and

means for providing said support information at said mobile unit via said second communications means.

9. (Amended) A system according to claim 8, wherein said support request is generated on the basis of one or more of the following

- a user action,
- a message received from said remote support location,
- any internal event like a timer event, an error event, etc., or
- a status check performed at a regular time interval.

10. (Amended) A system according to claim 8, wherein said support information is provided to the mobile unit by sending a message containing update and/or support information via second communications means enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

